

From: "Floyd" <fcvfhin@tds.net>
To: "Miki Murphy" <Miki.Murphy@state.tn.us>
Date: 6/14/2005 9:14:47 PM
Subject: HI

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TH REGULATORY AUTHORITY

Hi Miki, I was in Jackson today at the JCIL to meet Mike Loznsky. I thought you would be there also.

As it turned out, only 2 others came, Jane Mathis and Judy Golladay. I had asked them to come. Mike explained about MCI and vCustomer (old stuff to me) and asked us to send a letter to Eddie Robinson supporting vCustomer taking over the TN Relay.

I was wondering why Mike had asked me to be there. I had to be truthful and tell him that I have some reservations on that matter. At our TDAP meeting last month, the vCustomer rep told, they will take over what MCI has, buildings, employees and all.

Due to the fact that the MCI CAs cause so much complaints from the deaf, I do not like that. I even have 2 more personal complaints. Just yesterday, the old problem of the CA using that key instead of typing out their CA number and asking for the number I wished to call, there was that scrambled message caused by that key. Then a couple days ago instead of a CA, I got someone saying "voice carry over" and when I asked for a CA, that person just hung up.

Miki, I would like it better if vCustomer started with all new people or that TRA went with someone else, maybe like Hamilton or even ATT again.

Course, I will accept what ever TRA decides on.

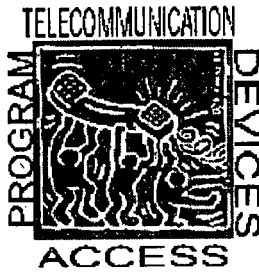
TBCD was great last weekend and everything was fine. Course, I did trip and have a fall Saturday morning, got a beautiful black bruise under my right eye, three more on my right shoulder, skin scrapped off back of my left hand and a pulled muscle over my left ribs.

Nope, did not miss any of the workshops or anything.

Blessings Floyd

P S should I write to Mr. Robinson on this or can you tell him?

PP S What did I miss at your meeting last Friday?????



Meeting
June 10, 2005

MCI/vCustomer Proposal
Community Feedback

Tues. night, June 7, I went to the Silent Dinner. It was attended by 20-50 people. Usually - the "hot topic" of the month is discussed at the Silent Dinners. I heard absolutely nothing about MCI + V-customer. Mike Lozynsky was there as well. Usually, if we don't hear conversation about something it means there are no complaints - smile.

Name Jackie Beasley (Co ord. of Silent Dinners)
Address 101 Gillespie Dr. Apt 4107
Franklin, TN 37067 NASHVILLE

Email jazzlove@comcast.net
Silent_dinners@comcast.net



Meeting
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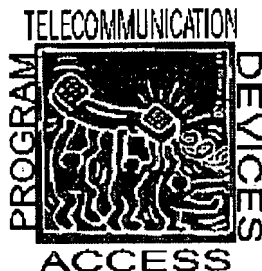
MCI/vCustomer Proposal
Community Feedback

I am deaf & use ASL. I love the video relay it is great alot better than old tty relay. I am good with MCI name change to V-Customer.

Name Mary Power

Address 124 BROWN'S FERRY RD
CHATTANOOGA, TN 37419

Email _____



Meeting
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MCI/vCustomer Proposal
Community Feedback

As State Coordinator for the Dept. I have a lot of contact with the Deaf and Hard of Hearing Communities and I have not heard any concerns regarding the switch over from MCI to VCustomer. I have attended a few meetings where it was discussed, but I have not heard any complaints or concerns. The general sense I receive is the Deaf and Hard of Hearing Communities are pleased to know that the name alone is changing & not the service.

Name Thom Roberts, TCDHH

Address 400 Deaderick Street, 14th Fl.

Nashville, TN 37248-6000

Email Thom.Roberts@State.tn.us